

IN THE CLAIMS:

Please amend the claims as follows:

1. (Currently amended) A method for customer contacting, the method comprising:
providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;
executing an interaction protocol to create an interaction with the contact;
initiating a call to the contact; and
allowing an agent to selectively interleave live responses and recorded scripts during the call, the recorded scripts comprising recorded scripted responses and recorded interjection responses, and wherein the recorded scripts scripted responses are selected from at least a script menu by the agent and wherein the recorded interjection responses are selected from an interjection menu by the agent.
2. (Original) The method of claim 1, wherein the executing an interaction protocol is done by one of a human agent and a computer script.
3. (Original) The method of claim 1, wherein the recorded script further comprises recorded data for generating a human-sounding voice waveform.
4. (Original) The method of claim 1, wherein the recorded script is selected from computer-generated wave files, audio recordings, and synthesized voice.

5. (Original) The method of claim 1, wherein the recorded script comprises a voice waveform created independently from the human agent.

6. (Original) The method of claim 5, wherein the voice waveform further comprises an audio track of a voice response recorded by a voice actor.

7. (Cancelled)

8. (Original) The method of claim 1, wherein executing an interaction protocol further comprises selecting a contact type.

9. (Original) The method of claim 1, further comprising validating sales information.

10. (Original) The method of claim 9, wherein validating sales information is done by one of a human agent and a computer dialing system.

11. (Original) The method of claim 1, further comprising updating a customer file.

12. (Original) The method of claim 1, further comprising maintaining a history of recorded scripts played.

13. (Original) The method of claim 1, wherein initiating a call is executed by one of a human agent and a computer dialing system.

14. (Original) The method of claim 1, wherein interleaving further comprises listening by the human agent to a response from the contact.

15. (Original) The method of claim 1, wherein interleaving further comprises selecting and presenting content to the contact.

16. (Original) The method of claim 15, wherein interleaving further comprises posing a question following presenting content.

17. (Original) The method of claim 1, wherein interleaving further comprises deciding on intervention.

18. (Original) The method of claim 17, wherein deciding on intervention is done by the human agent.

19. (Cancelled)

20. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a live-voice response.

21. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a recorded response.

22-38. (Cancelled)

39. (Withdrawn) A system for customer contacting, the system comprising:
a script module configured to provide recorded voice waveforms to a contact; and
an integration module configured to interface between an agent and the script module, the
integrating module being configured to allow selective interjections by the agent.

40. (Withdrawn) The system of claim 39, wherein the script module comprises a script
player.

41. (Withdrawn) The system of claim 39, wherein the recorded waveforms are
selectively provided by a human agent.

42. (Withdrawn) The system of claim 39, wherein the recorded waveforms are provided
by a computer.

43. (Withdrawn) The system of claim 39, wherein the recorded waveforms are selected
from computer generated wave files, audio recordings, synthesized voice, and actual voice.

44. (Withdrawn) The system of claim 39, wherein the integration module further
comprises an administration module for logging in a user.

45. (Withdrawn) The system of claim 44, wherein the administration module is further
configured to provide password protection for the system.

46. (Withdrawn) The system of claim 44, wherein the administration module is further configured to store system preferences.

47. (Withdrawn) The system of claim 39, wherein the integration module further comprises a telephone interface module to facilitate interaction between the system and a telephone system.

48. (Withdrawn) The system of claim 47, wherein the telephone interface module allows a human agent to initiate a call to a contact.

49. (Withdrawn) The system of claim 47, wherein the telephone interface module allows a computer dialer to initiate a call to a contact.

50. (Withdrawn) The system of claim 39, wherein the integration module further comprises mode module for selecting between one of live voice interaction, script interaction, and interjection interaction with a contact.

51. (Withdrawn) The system of claim 39, wherein the integration module is further configured to select and present content to a contact.

52. (Withdrawn) The system of claim 39, wherein the integration module is further configured to pose a question to a contact.

53. (Withdrawn) The system of claim 39, wherein the interjections are live voice.

54. (Withdrawn) The system of claim 39, wherein the interjections are a recorded voice waveform.

55. (Withdrawn) The system of claim 39, wherein the integration module further comprises a database module for storing and retrieving data.

56. (Withdrawn) The system of claim 55, wherein the database module is configured to update a contact file.

57. (Withdrawn) The system of claim 55, wherein the database module is configured to keep a contact profile.

58. (Withdrawn) The system of claim 55, wherein the database module is configured to keep a history of scripts played by the system.

59. (Withdrawn) The system of claim 39, wherein the integration module further comprises a commercial transaction module for validating contact sales information.

60. (Withdrawn) The system of claim 39, wherein the integration module further comprises a voice transition module for presenting and negotiating between scripted responses selectively played to a contact.

61. (Withdrawn) A system for customer contacting, the system comprising:

an output device for providing audio outputs from an agent;
an input device for receiving audio inputs from a contact;
a player for outputting scripted voice waveforms over a phone line to a contact; and
a signal processor configured to provide a normalized signal selected from the output device and the player.

62. (Withdrawn) The system of claim 61, wherein the signal processor is further configured to substantially match the signal-to-noise ratio of an output thereof, independent from the input thereto.

63. (Withdrawn) The system of claim 61, wherein the player is configured to provide an input to the signal processor effective to render an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-noise ratio of the output device.

64. (Withdrawn) The system of claim 61, wherein the signal processor is configured to normalize a first voice waveform received from the output device and a second voice waveform received from the player.

65. (Withdrawn) The system of claim 61, wherein the normalized signal leaving the signal processor has a bandwidth greater than the bandwidth of the phone line.

66. (Withdrawn) The system of claim 65, wherein the memory device stores a script module, executable on the processor to provide an output having a bandwidth greater than the response bandwidth of a telephone network.

67. (Withdrawn) The system of claim 61, wherein the voice waveforms are recorded at a sampling rate of at least about 20,000.

68. (Withdrawn) The system of claim 67, wherein the voice waveforms are recorded at a sampling rate of at least about 44,000.

69. (Withdrawn) The system of claim 61, wherein the player further comprises a computer having a processor and a memory device.

70. (Withdrawn) The system of claim 61, further comprising a script module configured to provide recorded voice waveforms to a contact.

71. (Withdrawn) The system of claim 61, further comprising an integration module configured to interface between an agent and the script module.

72. (Withdrawn) A system for customer contacting, the system comprising:
an output device for providing audio outputs from an agent;
an input device for receiving audio inputs from a contact;
a player for outputting scripted voice waveforms over a phone line to a contact, the player being configured to provide an input to the signal processor effective to render an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-noise ratio of the output device; and
a signal processor configured to provide a normalized signal selected from the output

device and the player, wherein the signal processor is further configured to substantially match the signal-to-noise ratio of an output thereof, independent from the input thereto, and wherein the signal processor is configured to normalize a first voice waveform received from the output device and a second voice waveform received from the player.

73. (Withdrawn) The system of claim 72, wherein the signal leaving the signal processor has a bandwidth greater than the bandwidth of the phone line.

74. (Withdrawn) The system of claim 73, further comprising a script module configured to provide recorded voice waveforms to a contact.

75. (Withdrawn) The system of claim 74, further comprising an integration module configured to interface between an agent and the script module.

76. (Currently amended) A computer readable medium used to direct a computer to function in a specified manner, comprising:~~having stored thereon~~ computer executable instructions stored in said storage medium, said executable instructions comprising instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

allowing a human agent to interleave recorded scripted responses and recorded interjection responses to the contact during the call, said recorded scripted responses being

selected from a script menu by said human agent and said recorded interjection responses being selected from an interjection menu by said human agent, the group consisting of a human agent a recorded scripted response selected by the agent, and recorded interjection selected by the agent.

77. (Original) The computer readable medium of claim 76, wherein the initiating step is executed by one of a human agent and a computer dialing system.

78. (Original) The computer readable medium of claim 76, wherein the executing step is done by one of a human agent and a computer script.

79. (Original) The computer readable medium of claim 76, wherein the recorded script further comprises recorded data effective to control a computer for generating a human-sounding voice waveform.

80. (Previously presented) The computer readable medium of claim 76, wherein the recorded scripted response is selected from computer-generated wave files, audio recordings, and synthesized voice.

81. (Currently amended) The computer readable medium of claim 76, wherein ~~the voice waveform~~ at least one of the recorded scripted response and the recorded interjection response further comprises an audio track of a voice response recorded by a voice actor.

82. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises logging on by an agent.

83. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises selecting a contact type.

84. (Previously presented) The computer readable medium of claim 76, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

85. (Original) The computer readable medium of claim 84, wherein a preselected recorded script is associated with each of said finite number of answers.

86. (Original) The computer readable medium of claim 85, wherein selectively interleaving further comprises presenting the preselected recorded script associated with said finite number of answers.

87. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises validating sales information.

88. (Original) The computer readable medium of claim 87, wherein validating sales information is done by one of a human agent and a computer dialing system.

89. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises updating a customer file.

90. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

91. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises deciding on intervention.

92. (Original) The computer readable medium of claim 91, wherein deciding on intervention is done by the human agent.

93. (Original) The computer readable medium of claim 92, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

94-95. (Cancelled)

96. (Currently amended) A method for customer contacting, the method comprising:
providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;
initiating a call to a contact; and
allowing a human agent to selectively interleave responses to the contact from a human agent and one or more predetermined answers selected by the said human agent from a script tree, said predetermined answers comprising a recorded scripted response and a recorded interjection response.

97. (Previously presented) The method of claim 96, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

98. (Previously presented) The method of claim 97, wherein a preselected recorded script is associated with each of said finite number of answers.

99. (Previously presented) The method of claim 98, wherein selectively interleaving further comprises presenting the preselected recorded script associated with the finite number of answers.

100. (Previously presented) The method of claim 96, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

101. (Previously presented) The method of claim 100, wherein at least one audio recording comprises a voice response recorded by a voice actor.

102. (Previously presented) The method of claim 96, further comprising validating sales information.

103. (Previously presented) The method of claim 96, further comprising updating a customer file.

104. (Previously presented) The method of claim 96, further comprising maintaining a history of recorded scripts played.

105. (Previously presented) The method of claim 96, wherein interleaving further comprises deciding on intervention.

106. (Previously presented) The method of claim 105, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

107. (Currently amended) A computer readable medium used to direct a computer to function in a specified manner, comprising: having stored thereon computer executable instructions stored in said storage medium, said executable instructions comprising instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

interleaving responses to the contact from a human agent and predetermined answers selected by the said human agent from a script tree, said predetermined answers comprising a recorded scripted response and a recorded interjection response.

108. (Previously presented) The computer readable medium of claim 107, wherein the predetermined answers further comprise recorded data effective to control a computer for generating a human-sounding voice waveform.

109. (Previously presented) The computer readable medium of claim 107, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

110. (Previously presented) The computer readable medium of claim 107, wherein at least one predetermined answer comprises a voice response recorded by a voice actor.

111. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises selecting a contact type.

112. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises validating sales information.

113. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises updating a customer file.

114. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

115. (Previously presented) The computer readable medium of claim 107, wherein

executing an interaction protocol further comprises deciding on intervention.

116. (Previously presented) The computer readable medium of claim 115, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.